



Jay
"Money Man"
Toland



Jay
"Football"
Reinstein

Fayetteville Funny Socks



A man is known for how he dresses. The suit or uniform, the necktie, the bowtie, the suspenders, the no-tie look, the Miami Vice look. But the socks—now that shows personality! Five men known for their funny socks, or crazy/silly socks, recently discussed why they wear them:

Kevin Arata (worn funny socks for two years): "After 29 years of wearing an Army uniform with standard black socks, it's nice to show some individuality."

Kristoff Bauer (worn funny socks for 18 months): "I followed Jay, the better looking Jay (Reinstein). He set the standard. Finance staff also gave me funny socks two Christmases ago."

Jay Reinstein (worn funny socks for four years): "My daughter said I wasn't cool enough, so I thought socks would make me a cooler dad. It's a little hobby of mine."

Jay Toland (worn funny socks for four years): "My wife just started buying them for me and I liked how people started remembering me for the socks I wear."

Telly Whitfield (worn funny socks for three years): "My youngest son is into crazy socks, so it's a competition between he and I. I'm into color coordination—the shirt and pants match the socks."



Kristoff "Van Gogh" Bauer



Telly "Color
Coordinated"
Whitfield



Kevin "Shark" Arata

Fayetteville Named Top Performing City in Nation

Governing announced April 27 that the City of Fayetteville has been named the top-performing city overall in the **2018 Equipt to Innovate National Survey of American Cities. Equipt to Innovate** is a joint initiative launched by **Living Cities** and **Governing** magazine. It is an integrated, collaborative framework anchored in seven key characteristics of high-performance government — being dynamically planned, broadly partnered, resident-involved, race-informed, smartly resourced, employee-engaged and data-driven.

Fayetteville was formally recognized for the award on May 1 in Los Angeles at the 2018 Summit on Government Performance & Innovation. **Mayor Mitch Colvin** and Strategic Performance Analytics Director **Rebecca Jackson** were in attendance to formally receive the honor.

Download the report "Profiles in High-Performance Government: Cities on the Move" at www.governing.com/equipt.



National Public Safety Telecommunicators Week

During National Public Safety Telecommunicators Week, which is the second full week in April, the 911 Communications Division participated in a scavenger hunt with local businesses on Hay Street. Prizes were donated by the business and several restaurants throughout the city. Teams of telecommunicators were given a list of tasks to complete within three hours. Some of the items on the list included asking a stranger to walk their dog, talking a random couple into doing a fake wedding proposal, being a part of a window display, as well as answering riddles and questions from Fire and Police personnel. Other events that took place that week included receiving an appreciation certificate from Police Chief Hawkins and a proclamation being read at a City Council meeting. Throughout the week, telecommunicators were showered with cakes, pizza and food galore donated by the Fire Association, the Police Department and local restaurants. This year's Telecommunicators Week theme was 911 SuperHeroes.



Ayre Earns N.C. Certification as Municipal Clerk



NORTH CAROLINA ASSOCIATION
OF MUNICIPAL CLERKS



UNC
SCHOOL OF GOVERNMENT

Jennifer Ayre, from the City Clerk's Office, was recently awarded the prestigious designation of "North Carolina Certified Municipal Clerk" (NCCMC) from the North Carolina Association of Municipal Clerks, along with the School of Government of the University of North Carolina at Chapel Hill for achieving its high educational, experience and service requirements.

Jennifer attained her designation as a N.C. State Certified Municipal Clerk through the completion of the N.C. Association of Municipal Clerks Program.

As an established member of the North Carolina Association of Municipal Clerks (NCAMC), Jennifer joins the 2018 class of municipal clerks. The NCAMC is a professional organization of city, town and village clerks from across the state, dedicated to the continued growth and development of clerks and their municipalities.

Established on Nov. 5, 1975, the association, among other things, promotes educational and professional development opportunities for municipal clerks to enhance their knowledge and effectiveness. This is no small task, considering the wide array of duties performed by municipal clerks, which often vary from municipality to municipality. The association partners with the North Carolina League of Municipalities, the School of Government of the University of North Carolina at Chapel Hill and the International Institute of Municipal Clerks (IIMC) to meet the needs of each individual municipal clerk.

The North Carolina Certified Municipal Clerk Program is a five-year designation with requirements for continuing education to sustain and develop the ever-changing knowledge of the profession of municipal clerks. The NCAMC, together with the International Institute of Municipal Clerks, strives to promote educational and professional development to enhance the clerk.



Schaefer Receives MESH Certificate

Greg Schaefer, the City's Safety Officer in Human Resource Development, was recently notified by the MESH Board of Directors that he had successfully completed the requirements and earned the Industrial Hygiene - Manager of Environmental, Safety and Health Certificate. The MESH Certificate is awarded to individuals who demonstrate achievement through education in occupational safety, health and the environment. MESH is sponsored by the Safety and Health Council of North Carolina, N.C. State University and the North Carolina Department of Labor.



The MESH program is designed to increase the professionalism of environmental, safety and health managers of commercial, residential or governmental construction sites in North Carolina through a rigorous series of continuing education programs. The MESH program strives to recognize environmental managers and raise industry standards, and increase the value of these practitioners to their employers and others to whom their services are provided.

Napieralski and K-9 Hemi Retire



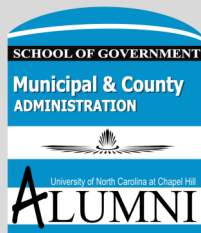
Congrats to **Specialist Heather Napieralski** and **K-9 Hemi** on their retirement from the Fayetteville Police Department after 25 years of service from Specialist Napieralski and 6 years of service from K-9 Hemi. Best wishes!

Kinsey Graduates from Prestigious UNC Municipal Administration Program

Congratulations to **Kechia Kinsey**, Police Budget Analyst, for graduating April 27 from the 64th Annual Municipal and County Administration program at the University of North Carolina at Chapel Hill School of Government.

The course, spanning four days per month over a seven month period, is designed for city managers, department heads and other city officials whose responsibilities require an understanding of functions beyond their individual areas of specialization.

The UNC School of Government, founded in 1931 as the Institute of Government, is the largest university-based local government training, advisory and research organization in the United States.



Chief Hawkins Earns Certificate

Police Chief Gina V. Hawkins received her Basic Law Enforcement Training Certificate from Fayetteville Technical Community College May 23, after successfully completing state mandated classes and testing. Congrats Chief!



Veitch VFW Firefighter of the Year

On May 21, **Firefighter Jonathan Veitch** was recognized as the VFW Firefighter of the Year at the local and state level. Firefighter Veitch of 14-C was presented this certificate by Commander Helen Nelson of VFW Post 6018 of Fayetteville. Congrats!

Customer Amazement Team

Customer Service Recognition

Information Technology: AshLeigh Pienkosz

AshLeigh is one of the newest members of the IT team. When IT transitioned to the new Tier 1 support, AshLeigh went above and beyond to ensure tickets from the previous ticketing tool were handled properly, as well as ensured the tickets in the new tool were handled appropriately. Additionally, she stepped in to close the gap due to some unexpected absences from the team.



Build a Customer Service Network

Exceptional customer service can be the gateway to improved networking. Your ability to provide quality customer service may leave an impression that reflects well on you as an individual, as a colleague and as a City representative.

You may not notice it, but you interact with internal customers and external customers regarding the services provided by the City on a daily basis.

Consequently, it is important to realize that a first impression may be a lasting impression. Always be courteous, be resourceful, listen and take the time to learn your customer's name. If suitable, engage in a conversation with your customer and share your contact information for future communication. Put yourself in the customer's shoes. Recall a time when you were treated like a valued customer. Take into consideration the quality of service provided versus quantity.

An interaction in which you provided quality customer service may have gained the customer's trust, created a repeat customer and the potential for positive word of mouth feedback to prospective customers or colleagues. Your daily interactions with internal and external customers can create an opportunity to gain contacts who may provide support, feedback, insight, resources, information and a career's worth of positive communication and teamwork.

Park Ranger Supervisor of the Year

Fayetteville-Cumberland Parks & Recreation's Park Ranger Division Supervisor **Neil McMillan** was recognized by the Park Ranger Institute as Park Ranger Supervisor of the Year earlier this year.

The Park Ranger Institute is a nationally recognized organization that provides training for both sworn and non-sworn Park Rangers.





Fayetteville Women Build Affordable Housing

As part of National Women Build Week in May, females from the City's Economic & Community Development Department and Councilwoman Kathy Jensen participated in a local build event hosted by the Fayetteville Area Habitat for Humanity and Lowe's.

The Fayetteville Area Habitat team hosted a record number of Women Build volunteers at the McKinnon home at 519 Link St. Over 60 women prepared the home for exterior paint and installed drywall. The McKinnon home is the first new construction home in the neighborhood revitalization target area. The B Street coalition has been working alongside the City of Fayetteville, law enforcement, residents, business owners and faith partners to create an integrated and collaborative approach to community development. The coalition is actively collecting data to record the systemic and sustainable change that happens in a neighborhood while working with residents and other partners.

Women Build events provide the opportunity for women to take a proactive step in serving their communities. It also reinforces the message that every woman can make a difference through learning and using construction skills.

National Women Build Week encourages women nationwide to devote at least one day to help build decent and affordable housing in our local communities. Women have the strength and determination necessary to build Habitat houses, addressing the problem of affordable housing in a concrete way so that families can achieve stability and independence through safe, decent and affordable homes.

Lowe's helped launch National Women Build Week in 2008 and has brought together more than 117,000 all-women construction volunteers to build or repair homes with nearly 5,000 families over the past 10 years.



Leonard's Daughter Crowned

Fire Capt. John Leonard and his wife Janet recently celebrated their daughter Taylor being crowned as the 21st Miss Fayetteville Dogwood Festival.

Taylor is a 17-year-old junior at Cape Fear High School. Taylor is very involved at her school, as well as our community. She has volunteered countless hours with the Child Advocacy Center, Falcon Children's Home Christmas Party and the Cape Fear Valley Ribbon Walk & Run for Cancer, as well as her personal platform Legacy: The Power of Organ Donation. She is a member of the Varsity tennis team and is the Beta Club Treasurer at her school. She spent last summer interning with the Fayetteville Swampdogs baseball team, working towards her goal of becoming the third female to be head athletic trainer in Major League Baseball. Congrats Taylor!



City Honored at United Way Fundraiser



City of Fayetteville employees were collectively recognized Feb. 28 by both the local and state United Way organizations with awards for their fundraising efforts, which totaled approximately \$94,000.

The awards include:

- **United Way Employee Campaign Manager of the Year Award:** Assistant City Manager **Dr. Telly Whitfield** & Ms. **Anne Laurie**, Senior Administrative Assistant from Corporate Communications.
- **Spirit of the Community Award**
- **Spirit of N.C. Award**

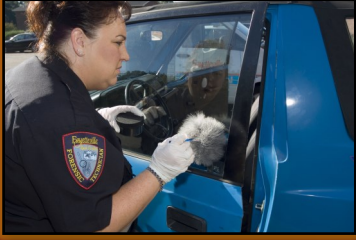
The City held its annual United Way Campaign from Oct. 1 through Nov. 7, 2017.

Mayner Inducted Into Pi Alpha Alpha

On January 24, **Kenneth Mayner**, Chief Branding Officer in Corporate Communications, was officially inducted into **Pi Alpha Alpha**, the NASPAA Global Honor Society for Public Affairs and Administration by The Pennsylvania State University Chapter. PAA membership identifies those with the highest performance levels in educational programs preparing them for public service careers. Mayner earned his Master of Public Administration (M.P.A.) from Penn State last year. He started with the City in December 2005.



RETIREMENTS!



Kari Ellis, a Forensic Video Technician for the Fayetteville Police Department, retired after 14 years of service to the organization. Kari began her career with the Fayetteville Police Department's first forensic internship program in 2001. After completing over 600 hours of classroom instruction, field training and processing actual crime scenes, Kari was hired as a Forensic Crime Scene Technician in 2003.

She processed hundreds of crime scenes, giving her the opportunity to take part in restructuring the photo lab in 2007. While she continued her work in the forensic field, Kari honed her photographic skills in such a manner that she was selected to create the first forensic video lab for the Police Department in 2009. This endeavor culminated in the department's forensic video lab being recognized as one of the leading labs in the state. Congrats to Kari on retirement!

Sheila Harrington, 911 Communications Supervisor, is retiring after 33 years of service to the City. Sheila started in 1985, approximately four years before North Carolina started using the digits "911" as the number to call for emergencies. When Sheila was hired, there were Police dispatchers and Fire dispatchers; Sheila was a Police dispatcher. In 1989, the Call Center moved from the old telephone company on McGilvary Street to its present location in City Hall. Fayetteville's Communications Center was established in 1989 as a City Department and 911 was established as the number to call for emergencies. In her 33 years of service to the City, Sheila has worked under the Communications Department, Fire Department and under the Police Department twice. Congrats to Sheila on retirement!



Cheryl Spivey, Chief Financial Officer (CFO), retired after over two years of service to the City of Fayetteville and nearly 30 years of service as a finance professional in various levels of North Carolina government. As CFO for the City, Cheryl oversaw the Finance Department, resulting in positive remarks annually on the Comprehensive Annual Financial Report (CAFR). The most recent CAFR resulted in a "Clean" audit opinion on its financial statements, which is the highest level of assurance, from the RSM US LLP audit firm. Cheryl previously served as CFO and Administrative Services Director for the Cape Fear Public Utility Authority in Wilmington and in other finance roles with Wake County, Cary and the State's Local Government Commission. Cheryl is now the CFO for the City of Portsmouth, Va. Congrats to Cheryl on retirement!



Paula Got Skills Behind the Wheel

Ten-year veteran of the Fayetteville Area System of Transit, **Paula Bowers** once again represented FAST in the 2018 Statewide Bus Rodeo sponsored by the North Carolina Public Transportation Association (NCPTA). A seven-time local Fayetteville Area System of Transit (FAST) Rodeo Winner, Paula took 3rd Place in the Statewide Rodeo.

The annual competition features the best of the best from transit agencies across the state of North Carolina – all vying for the coveted bragging rights. Competitors must maneuver a 20-foot bus through an obstacle course consisting of 10 "problems," ranging from precise passenger stops, tight right and left turns, serpentine turns and a judgment stop – just to name a few. Drivers are also judged on their appearance, safety skills and the smoothness of operation. And, finally, they have just seven minutes to complete the course. You GO, Paula!



City Staff Graduate from Leadership Fort Bragg



Representatives from the City of Fayetteville and other organizations had a great time and learned so much during the Leadership Fort Bragg Event on May 18. We want to thank XVIII Airborne Corp and men and women of Fort Bragg for providing us the opportunity to learn what makes you the best.

Congrats to the following participants:

- **Cynthia Blot**, *Economic & Community Development*
- **Maine Johnson**, *Corporate Communications*
- **Karen McDonald**, *City Attorney's Office*
- **Lorena Metzger**, *Human Resource Development*
- **Jerry Newton**, *Development Services*

Dr. Wade Serves as Keynote Speaker in Raleigh



In February, Human Relations Director **Dr. Anthony Wade** served as the Keynote Speaker at the City of Raleigh's 29th Annual Human Relations Commission Awards Banquet. N.C. 10th Prosecutorial District Attorney N. Lorrin Freeman (pictured at center), award winner Andre Smith (pictured at right) and Dr. Wade were among the program participants and attendees at the event, which was held to recognize and honor students, nonprofit organizations, businesses and individuals who have worked to promote equal opportunity and unity in Raleigh.

The banquet was held in the Jane S. McKimmon Conference and Training Center on the campus of North Carolina State University.

How to Report Injuries for City Employees

Just a quick reminder about the procedures to report employee injuries. References are City policy 406 Workers Compensation Policy, OSHA Regulation 1904.39.

If an employee is injured at work:

- Provide necessary medical treatment and protect others from injury (secure the area).
- The injury should be reported to the employee's supervisor as soon as possible. Medical treatment is more important than the reporting of the injury. The supervisor should call or text the City Safety Officer with information about the injury, by calling (910) 391-0428.
- If the employee is transported to the Emergency Room, any amputation, any damage to an eye or any fatality - NOTIFY the City Safety Officer as soon as possible, by calling (910) 391-0428. The City Safety Officer will notify the City Risk Coordinator and N.C. Department of Labor (OSHA) when required.
- Complete the injury report on the COFWEB - (this report can be delayed until the work restrictions are known) within 24 hours of the injury.
- Medical treatment and workers compensation related issues should be addressed with the City Risk Coordinator by calling (910) 433-1769.



4 Tips for Using Positive Language

Words have power. The language that we use can have a huge impact on the customer experience.

Positive language is a great way to avoid unintentional conflicts and miscommunication. Here are 4 quick tips for using positive language in your customer interactions:



- Incorporate positive **“power words”** into your vocabulary. Examples of power words: Yes, Absolutely, Together, Easy, Clever, Fantastic, Quickly, Solution, etc.
- Avoid using negative or doubtful language. Negative language includes words like Can't, Won't, Don't, Not sure, No, etc.
- Say what you can do. Instead of "We can't do that until next week," say **“We can schedule this for next week”**
- Don't say **“I don't know”** unless it is followed by **“but I can find out for you”**

Even when sharing unpleasant news, the impact can be softened by using positive language. Redirecting the conversation from negative to positive allows you and the customer to focus on the solution. When the outcome takes center stage, it reduces the odds that customers will be upset.

City Launches Mobile App

The City has launched a new app to help residents access City-related information in a very user-friendly format using their smart phones. The app is tied directly to the City's mobile-friendly website.

The app include slinks to information about and related to our elected officials, recreation and attractions, City news, major transportation assets within the city and utility contact information. Push notifications are also possible.

To download the City App on your smart phone , go to www.FayettevilleNC.gov/app



**Produced by the City of Fayetteville
Corporate Communications Department**

Kevin V. Arata, Corporate Communications Director
Kenneth Mayner, Chief Branding Officer
Nathan Walls, Public Information Specialist

If you would like to contribute to *Frontline*, please email us at nwalls@ci.fay.nc.us.